

**CITY OF MURFREESBORO, TENNESSEE
CABLE TV COMPLAINT FORM**

The Murfreesboro Cable Television Commission assists citizens in resolving disputes with Comcast cable who resides within the city limits.

Return completed top portion via email abozeaman@ci.murfreesboro.tn.us or fax 849-2679.

NAME _____ DATE _____

ADDRESS _____

PHONE _____ (HOME) _____ (WORK)

FIRST CALL TO COMCAST _____

NATURE OF COMPLAINT

- ☐ CUSTOMER SERVICE (CALL CENTER)
- ☐ REPAIR SERVICE
- ☐ INSTALLATION
- ☐ BILLING
- ☐ OUTAGE
- OTHER _____

DESCRIPTION OF COMPLAINT: _____

ACTION REQUESTED BY CUSTOMER: _____

-----DO NOT WRITE BELOW THIS LINE ----- FOR OFFICIAL USE ONLY-----

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DATE FORWARDED TO COMCAST: _____

COMCAST REPLY: _____

COMCAST ACTION TAKEN: _____

DATE COMCAST CONTACTED CUSTOMER: _____

RESOLVED BY: _____ DATE: _____
(COMCAST REPRESENTATIVE)

DATE FILE CLOSED: _____

CABLE TV COORDINATOR SIGNATURE